

From: TEGACAY
Sent: Tuesday, January 07, 2014 3:31 PM
To: TEGACAY
Subject: Email from Rick Durham

Dear TCWS Customers,

I want to begin by apologizing for the series of sanitary sewer overflows (SSOs) we have experienced in our system over the holidays. I know that everyone in the community is frustrated and angry that these problems have yet to be fully resolved. We have worked very hard over the years identifying numerous sources of the system issues and repairing them quickly and completely. And while the improvements have made a difference in the amount of inflow coming into the collection system, the age and location of the pipes continue to present a unique challenge that becomes painfully obvious during periods of intense and prolonged rainfall. The overflows relating to these most recent rain events confirmed our knowledge that we still have ongoing work to do. A preliminary review of the flow data from the plants and lift stations during these events indicate more widespread inflow & infiltration problems.

Both our internal staff and outside engineering consultants are reviewing all of the data we collected from the incidents. The rain events left the ground completely saturated revealing additional deficiencies in the system and the volume of water entering the system was greater than its capacity to handle it. We continue to identify the likely locations and take the necessary steps to further reduce entry points by either replacing or lining the old clay pipe.

I want to also clarify some confusion regarding the volumes of discharge from the system. For both sets of spills, we prepared estimates based on industry standard practices and provided them to the media for release to the public with the intent of being fully transparent regarding the incidents. We also placed the information on signboards around the lake. Unfortunately, an error was made by The Fort Mill Times and then picked up by other media outlets that made it appear as if we had underreported the spill volumes. Upon reading the articles, we contacted the press about their error to ensure accurate reporting and transparency. The FMT has subsequently apologized and acknowledged their error in the "comments" section of their most recent article.

Our ongoing meetings with the "Tega Cay Stakeholders Group" comprised of representatives from TCWS, DHEC, the ORS, outside engineering consultants and the community will continue as a means of supplementing the all-out efforts of the company to resolve these issues. The data we have collected from the recent incidents, coupled with the progress we have made by replacing or lining significant portions of the sewer mains in the collection system, are leading

us to consider additional steps to improve the system to further reduce the occurrence of SSO's. TCWS will be discussing those possible steps with the Stakeholder's Group in the coming weeks.

While no wastewater system can ever be without incident, we remain fully committed to significant improvement in Tega Cay. If you are interested in joining the Stakeholder's Group, please contact me at this email address.

Regards,

R.J. Durham